

PURCHASE DESCRIPTION FOR
WHITE SANDS MISSILE RANGE
INFORMATION SYSTEMS OPERATIONS AND SUPPORT SERVICES

Section 1 - SCOPE.

This purchase description sets forth the minimum requirements for the operation of scientific, engineering, business and workplace automation computer systems; real-time, data reduction and technical report generation equipment; as well as network administration, programming, analysis, publications, and courier services.

Section 2 - APPLICABLE DOCUMENTS.

2.1 OSHA - Full compliance with Federal Law, DOD, Army regulations requiring safety are applicable.

2.2 EPA - Full compliance with environmental and hazardous waste management laws, rules, and regulations, when propagated by the Federal Government, Federal agencies, the state of New Mexico, other states, and local Government.

2.3 WSMR Regulation 200-1, Hazardous Waste Management.

Section 3 - REQUIREMENTS.

3.1 General. The contractor shall furnish all management, administrative, supervisory, and technical support as well as other resources necessary for, and incident to, contract performance. The contractor shall provide the services specified in this purchase description including the appendices listed below. The contractor shall operate the computer systems, including input/output control, magnetic tape and optical media libraries, magnetic tape maintenance facilities, system accounting and files management.

3.1.1 Appendix A - National Range Information Systems Operations and Support Services

3.1.2 Appendix B - Army Research Laboratory Information Systems Operations and Support Services

3.1.3 Appendix C - TRAC-WSMR Information Systems Operations and Support Services

3.2 Management and Administration. The contractor shall provide all management, supervisory and labor personnel to perform all efforts associated with this contract, including contract administrative and logistical support. The contractor shall provide services including contract management, administration, quality assurance, environmental safety, and security. The contractor shall attend management and planning meetings where contractor participation is required by the government.

3.2.1 Safety. The contractor shall provide safety services as tasked to include safety documentation, and safety inspections for compliance with OSHA standards. All services provided shall be in accordance with OSHA regulations and guidelines.

3.2.2 Security. The contractor shall perform security related functions as tasked including the handling and protection of classified and unclassified sensitive information and area access control. The contractor shall provide a security officer to serve as a single point of contact for the contractor on matters involving security.

3.3 Technical Library. The contractor shall maintain an electronic technical library system for all developed procedures, forms, presentations, and user documentation. The entire contents of the technical library system shall be the property of the Government throughout and at the end of the contract. Designated Government personnel shall be given access to the system for read only capability.

3.4 Documentation Services. The contractor shall provide documentation services as specified in taskings. Documentation services shall include preparing drawings, lists, instructions, diagrams, reports, plans, charts, graphs, descriptions, and schedules. Extra copies of these items shall be provided in the quantities specified. The contractor shall provide full documentation of all software changes approved by the Government or generated in accordance with requirements provided in Work Assignment Orders (WAOs).

3.4.1 Procedures. The contractor shall develop, maintain, and implement detailed procedures as tasked which describe work to be accomplished on systems by the contractor. The use of manufacturers' procedures in lieu of contractor-developed or Government-developed procedures are acceptable subject to approval by the Contracting Officers' Representative.

3.5 Environmental. The contractor shall implement procedures, subject to Government review and approval, to minimize the environmental impact in providing the required services, under the guidance of WSMR Regulation 200-1, Hazardous Waste Management.

3.6 Assignment Process. The contractor shall perform services in accordance with requirements specified herein and services assigned by WAOs.

3.6.1 Work Assignment Orders (WAOs). The contractor shall perform tasks when assigned by WAO. Upon receipt of a WAO the contractor shall submit an estimate of the man-hours, materials cost, and time required to complete the task. The contractor shall provide expected impacts on schedules and priorities for all WAOs. The contractor shall not initiate work or procure materials for a WAO until authorized to proceed.

3.6.2 Mission Schedule. The contractor shall support range missions in accordance with Government provided operating procedures and the mission schedule.

3.7 Custodial. The contractor shall provide all custodial services to provide safe, clean, and healthy work areas assigned to the contractor. All working areas shall be maintained in a clean and orderly condition. In areas contain-

ing Automatic Data Processing Equipment (ADPE) , schedules and procedures must be approved by the Government. The contractor shall perform sweeping, mopping, vacuuming, dusting, emptying of waste containers, and trash removal on a daily basis or as required. The contractor shall maintain a clean working area in all contractor controlled areas. The under floor areas shall be cleaned at least every six months

3.8 Operations.

3.8.1 Malfunction Notification. The contractor shall notify the Government within one working hour of any equipment malfunction that might affect scheduled tests or prevent normal operational service.

3.8.2 Briefings and Demonstrations. The contractor shall provide briefings and demonstrations on facilities, systems, equipment, and projects assigned to the contractor. Contractor personnel providing these briefings and demonstrations shall have detailed working knowledge of their subject area. The contractor shall conduct system performance tests when tasked by the Government to demonstrate system and operator readiness and capability.

3.8.3 ADPE Operations. The contractor shall perform Automated Data Processing Equipment (ADPE) operations services including computer and network operations, data entry, magnetic media storage and maintenance, report preparation, and supply operations. The contractor shall operate the computer systems assigned, including network administration, input and output control, magnetic tape libraries, magnetic tape maintenance facilities, system accounting and files management.

3.8.3.1 Help Desk. The contractor shall maintain a help desk to accept and log all calls from users, and document the reported problem. If telephonic assistance does not resolve the problem, the contractor shall notify designated Government or maintenance personnel for corrective action and follow up on the problem until resolution.

3.8.3.2 Magnetic and Optical Media Library. The contractor shall maintain media library systems. A media librarian shall be assigned for each library and be available as required during scheduled computer operations. For each library, the contractor shall store media in the appropriate section of the library; give a unique library location and identifier number to each item; and use movement records or logs to record all library activity.

3.8.3.4 Data Processing Services. The contractor shall provide data processing services including real time support services, post test support services, reports preparation, programming support, network configuration and administration, data entry services, and computer setup and scheduling.

3.8.3.5 ADPE Supplies. The contractor shall acquire and maintain supplies and materials required to operate the computer systems and data processing equipment in accordance with inventory levels considering usage, safety levels, and acquisition lead times. The contractor shall develop utilization projections and proposed inventory levels, subject to approval by the COR.

3.8.3.6 Waste Destruction. The contractor shall operate and maintain a classified waste facility. The contractor shall dispose of all classified and unclassified waste. The contractor shall transport designated materials to an ap-

proved destruction facility and ensure the materials are destroyed by shredding or other approved means. The contractor shall maintain a collection point where users can turn in used unclassified paper. The contractor shall ensure the material is boxed and bound. Material shall be removed monthly or more frequently as necessary to avoid an accumulation.

3.9 Software Development. The contractor shall design, develop, code, test, demonstrate, and document executive and application software as tasked. The contractor shall develop or modify software for integrating new systems and equipment. Software developed under this contract is the property of the government. A library of documentation and source code for systems developed under this contract will be maintained by the contractor for the Contracting Officer's Representative.

3.10 Software Maintenance Services. The contractor shall provide software maintenance services. Software maintenance shall be defined as modifications to operational software for the purpose of error correction, adaptations to a changing system environment, or enhancements brought about by changing requirements.

3.11 Equipment Relocation. The contractor shall relocate systems and equipment as tasked.

Section 4 - QUALITY ASSURANCE.

4.1 The contractor shall develop an inspection system program plan subject to approval by the COR to assure the contractor complies with all contract performance requirements. The contractor shall perform inspections in accordance with the approved inspection plan.

4.2 The contractor shall comply with the inspection article of the contract.

Section 5 - PACKAGING. N/A

Section 6 - NOTES. N/A

APPENDIX A
NATIONAL RANGE
INFORMATION SYSTEMS OPERATIONS AND SUPPORT SERVICES

Section 1 - SCOPE.

This appendix sets forth the minimum requirements for nonpersonal services required to perform range operations in support of automated data processing and other support to meet the White Sands Missile Range mission.

Section 2 - APPLICABLE DOCUMENTS. N/A

Section 3 - REQUIREMENTS.

3.1 Real Time Operations. The contractor shall operate all National Range computer systems. The contractor shall monitor and operate analog and video tape recorders, analog and digital patching systems, computer consoles with hard copy units, on-line displays, and remote terminals consisting of video displays and keyboards. The information processed may be classified up through SECRET. The contractor shall process and distribute classified and unclassified data products to include digital and analog tapes, diskettes, computer printouts, and graphics hardcopy.

3.2 Post Test Data Reduction. The contractor shall provide data processing operations services for the Post Test Data Reduction Facility (PTDRF). The contractor shall operate and monitor computers; disk and tape drives; hard copy output devices; and optical data measurement systems which review and assess optical Range Instrumentation data. The contractor shall maintain a library for storage of optical data, tapes, and other magnetic storage media, and shall track all library transactions using a Government-supplied database system. The contractor shall also provide reports generation services. The information processed by the PTDRF may be classified up through SECRET.

3.2.1 Magnetic Tape Maintenance Facilities. The contractor shall operate magnetic tape cleaning, testing, certifying, and degaussing equipment necessary to maintain tape in usable condition. The contractor shall certify magnetic tapes before initial use and after each release for reuse. The criteria to be used for acceptance and rejection for certification shall be submitted to the COR for approval.

3.3 Business Computer Operations. The contractor shall operate business computer systems and associated equipment and provide various ancillary services. All system software will be provided by the Government.

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3.4 Network Support. The contractor shall provide network operations support functions for the Wide Area Network (WAN) and Local Area Network (LAN) systems and their associated equipment as directed by the government.

3.5 Telecommunications Center Operations. The contractor shall operate the WSMR Telecommunications Center (TCC) computers and peripheral equipment. The TCC provides message receipt and distribution services to all WSMR and WSMR Tenants. Messages include classification up to SECRET. The TCC operates in a controlled classified environment.

3.6 Courier Service. The contractor shall establish and operate a courier service available to authorized Government locations for transporting mission data, mail, supplies, and equipment between contractor supported sites and facilities. The contractor shall make changes to the regular stops and stop frequency as mission requirements dictate. Initial route and schedule and subsequent changes shall be submitted to the COR for approval.

Section 4 - Quality Assurance.

4.1 The contractor shall comply with the quality assurance provisions in the purchase description and the inspection article of the contract.

Section 5 - PACKAGING. N/A

Section 6 - NOTES.

6.1 Real Time Operations

6.1.1 Real Time Operations Control Systems (ROCS). Real-time computing will be provided by two ROCS processors located in the Range Control Center. Each ROCS processor is a Concurrent Computer Corporation 3280 computer with two or four disk drives, four or six magnetic tape units, one to three printers, an operator console and several remote terminals.

6.1.2 Data Control Facility (DCF). Tasks supporting distribution of digital and analog data via digital and analog patch panels, recording and playing back video, digital, and analog data, monitoring video and lighted displays, and operating three Real Time Data Processing System (RTDPS) Input/Output Servers in the DCF area of the Range Control Center.

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6.1.3 Operations Control and Display Facility (OCDF). Real-time control of ROCS RTDPS processors at up to two ROCS terminals and four RTDPS Control Processor workstations in the OCDF area of Range Control Center.

6.1.4 Telemetry Data Center (TDC). Real-time telemetry data processing is provided by the Telemetry Data Handling System (TDHS). The TDHS has two Concurrent Computer Corporation 3280 computers with six disk drives, four tape drives, two printers, and an operator console. These computers are located in the TDC area of the Range Control Center.

6.2 Post Test Data Reduction Facility (PTDRF).

6.2.1 Post Test Data Reduction Facility (PTDRF). The PTDRF supports the assessment, analysis, reduction and reporting of range instrumentation data. The contractor is responsible for operating equipment which transforms information from raw electronic and optical mission data into computer data files. The contractor operates computer systems and associated peripherals which generate output data products produced by Government personnel. The contractor is responsible for all handling of classified data, through SECRET. The contractor maintains logs of system availability and output documents produced, and notifies designated Government personnel of any problems. The contractor also operates and maintains a reports generation service. The PTDRF is typically consistent with a single-shift operation; however, fluctuations in workload and range scheduling will occasionally require flexible scheduling and/or overtime.

6.2.2 PTDRF CONFIGURATION. The PTDRF is composed of a large network of minicomputers, workstations, and PCs, including attached peripherals. A specialized optical data subsystem includes film assessment tables, film reading stations, video measurement stations, and multifunction optical data measurement systems. The contractor will directly operate all systems which produce classified output products. The contractor will also operate a central operations console and an environmental/power monitoring console.

6.3 Business Computer Operations. A description of Business Computer Operations follows.

6.3.1 Business Computer System. The National Range Support Directorate provides computer system support to WSMR organizations, activities and offices. The support consists of providing communications and data processing for WSMR activities to access and process at DA, AMC, TECOM, and WSMR sites including the Defense Mega Center (DMC) at Rock Island, Illinois or elsewhere, and Aberdeen Proving Grounds (APG) in Maryland. Data processed may be sensitive in nature.

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6.3.2 Business Computer System Operation. The majority of support will be for on-line processing. Batch processing shall also be supported through a Remote Job Entry (RJE) system, at another processing site, or through a combination of both. Support will include job submission, job monitoring, print services, microfiche services, and monitoring file uploads and downloads to designated servers and sites. Minicomputers provide mail services to all WSMR organizations. These mail service machines are used for local, as-well-as, world-wide mail service and access to the Internet. The bulk of services will be provided from the location at Building 1512 but these services may also be required at other locations as directed by the Government. Other ancillary services to be provided include input/output control, data entry services, file systems backup and restore, help desk support, network monitoring, and tape library services.

6.4 Network Support. The WAN consist of several LANs and is connected to the Defense Data Network (DDN) and provides electronic file, messaging, and mail service to WSMR and other off post locations. The general computing environment provides interactive processing services to approximately 1500 administrative, managerial, and professional scientists, engineers, and technical support personnel from many different organizations at different WSMR locations, and to others throughout the United States and overseas. All jobs are interactive and output is obtained by individual users at their terminal site. The networking facilities are primarily located within the WSMR main post area and overseas. All jobs are interactive; output is be obtained by the individual user at a terminal site. The system requires the use of an operator password but this will be limited only to the main computer console terminals. The main computer facility is located at WSMR main post area.

6.4.1 Network Operations Support. As directed by the Government provide a wide range of services and support for the WAN and LANs at WSMR. These networks are comprised of PCs, workstations, and minicomputer systems which operate under Windows and UNIX based operating systems. All services and support provided will be tailored to meet each customers unique system software and hardware configuration and requirements. Support shall include help desk support; problem resolution and troubleshooting; specialized software training and support; system and product installation, configuration, upgrading, and maintenance; and technical support and advice on hardware and software options.

6.5 Telecommunications Center (TCC). The TCC operates in accordance with the current operating procedures and will handle classified information up to the secret level per Communications Security (COMSEC) procedures and requirements.

APPENDIX B

ARL INFORMATION SYSTEMS OPERATIONS AND SUPPORT SERVICES

Section 1 - SCOPE.

This appendix sets forth the minimum requirements for non-personal services required to perform Automatic Data Processing operations for the U.S. Army Research Laboratory (ARL) computer systems and associated equipment.

Section 2 - APPLICABLE DOCUMENTS. N/A

Section 3 - REQUIREMENTS.

3.1 Army Research Laboratory Computer Operations. The contractor shall operate the ARL computer systems and associated equipment. The general environment is a centralized facility providing interaction processing services for both scientific and administrative organizations. The contractor shall operate computer systems in use by the Government that are UNIX, MS-DOS, and XENIX based operating system dependent. Information processing may be sensitive or classified through SECRET. Software utilized include Windows for Workgroups, (various versions) Win95/NT.

Section 4 - QUALITY ASSURANCE.

4.1 The contractor shall comply with the quality assurance provisions in the purchase description and the inspection article of the contract.

Section 5 - PACKAGING. N/A

Section 6 - NOTES.

6.1 ARL Computer Support. The Army Research Laboratory is a tenant at WSMR, and is located on the WSMR main post area.

6.1.1 Computer System Operation. The systems used by the Government are UNIX, MS-DOS, and XENIX based operating system dependent. All Operating system software is provided by the Government.

APPENDIX C
TRAC-WSMR INFORMATION SYSTEMS OPERATIONS AND SUPPORT SERVICES

Section 1 - SCOPE.

This appendix sets forth the minimum requirements for nonpersonal services required to perform Automated Data Processing services and associated equipment operations for the U. S. Army TRADOC Analysis Center - WSMR hereafter referred to as TRAC-WSMR.

Section 2 - APPLICABLE DOCUMENTS. N/A

Section 3 - REQUIREMENTS.

3.1 TRAC-WSMR Computer Operations. The contractor shall operate the TRAC-WSMR computer systems and provide network operations support functions for associated Local Area Networks (LAN) systems and their associated equipment as directed by the government. The information processed may be classified up to SECRET with access to NATO, RESTRICTED, USONLY, and WNINTEL required.

3.2 TRAC-WSMR Technical Reports. The contractor shall operate the TRAC-WSMR Technical Reports Office (TRO). The contractor shall also provide Computer Assistants for data entry, database manipulation, reports preparation, and presentation development in direct support of TRAC-WSMR directorates. The information processed may be classified up to SECRET with access to NATO, RESTRICTED, USONLY, and WNINTEL required.

Section 4 - QUALITY ASSURANCE.

4.1 The Contractor shall comply with the quality assurance provisions in the purchase description and the inspection article of the contract.

Section 5 - PACKAGING. N/A

Section 6 - NOTES.

6.1 TRAC-WSMR Computer Systems. TRAC-WSMR is a tenant at WSMR. The facility and computer systems are located on the WSMR main post area.

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6.1.1 TRAC-WSMR Computer Operations. The Main Computing Facility houses servers for classified and unclassified networks. Operators are required to interact with and control various UNIX and Windows systems. They are required to service tape drives, provide input and output services, control access to the facility, operate the media library, and log and track user trouble calls. They are required to service printers and shut down and start up UNIX systems throughout both buildings as may be necessary. The media library is responsible for all commercial software.

6.1.2 Network Operations Support. As directed by the Government provide a wide range of services and support for the several LANs at TRAC-WSMR. These networks are comprised of PCs and workstations running various versions of UNIX and Windows. All services provided will be tailored to meet each customer's unique system software, application software, and hardware configuration requirements. Support shall include administration; help desk support; problem troubleshooting and resolution; specialized software training and support; system and product installation, configuration, upgrading, and maintenance; and technical support and advice on hardware and software options.

6.1.3 Technical Reports Office (TRO). TRO personnel perform text and graphics entry, formatting, and integration functions on heavily formatted documents using Microsoft Office and other application software on current MacOS based systems. A server in the Main Computing Facility is at their disposal. They are responsible for the safekeeping of documents.

6.1.4 Computer Assistants. Computer assistants working at the directorate level within TRAC-WSMR are typically required to perform database maintenance, technical correspondence, and report preparation using Microsoft Office and other application software on Windows NT systems. A server is at their disposal. They are responsible for the safekeeping of documents.